

SOFIA FERNANDEZ

info@sofia-fernandez.com | www.sofia-fernandez.com

OBJECTIVE: To utilize and develop my skills as a Senior Technical Writer in a high technology company.

SPECIALTY: Technical Writing, Communications, Application Development, Business Process Analysis, Documentation, Localization, Content Development, Analytics, Training, Project Management, Information Technology, Web Development

DOCUMENT TYPES HANDLED:	Application Notes	Linux Help	Product Manual	Tech Manual
	Business Process Workflows	Installation Guides	Quick Start Guides	Training Guides
	Company Blogs	Newsletters	Qt Help	Use Cases/ Stories
	Compliance Reports	Online Help	Retail Setup Sheets	User's Guide
	Data Sheets	Policies and Procedures	Screen Graphics	UX/Wireframes
	Distribution Setup Sheet	Product Briefs	Selector Guides	Vision Documents
	End of Life Notices	Product Change Notices	Software Specification	White Paper
	Getting Started Guide	Product Family Brochure	Solution Guide	
	Int/Ext Webpages	Product Images	Tech Diagrams	

WORK EXPERIENCE: **Ambiq Micro, Inc – Austin, TX** **January 2020 to Current**

Technical Writer (Remote, Contractor)

- Managing internal and external documentation.

Manager, Marketing Communications & Branding (Remote, Full-Time)

- Managed marketing activities including social media, internal and external newsletters, email blast notifications, blogs, company website, product collaterals, and press releases.
- Captured, reviewed, analyzed, and reported weekly, monthly, and annual analytics on social media, company website, newsletters, videos, blogs, press releases, and team task assignments.
- Collaborated with HR Team to attract talent for company on company website, present new hire orientations, publish social media career posts, and send welcome letters.
- Worked with translators to localize product documents, blogs, press releases, graphic assets, and webpages.
- Created and managed internal events, design wins, and award landing pages, as well as external product, webinar, collateral, event and video webpages.
- Monitored and responded to media activity, and handled public detractions on social media.

Senior Technical Writer (Remote, Full-Time)

- Worked with Technical Marketing, Software, Engineering, and Operations Teams on maintaining product webpages and technical documents.
- Created copy and graphic assets for social media posts, and collaborated with Creative Team to create key visuals for press releases, and email blasts.
- Edited, reviewed, scheduled, and posted company blogs, press releases, webinars, and events on company website.
- Photographed and touched up product images for product collaterals.
- Created, developed, assigned, and maintained document part number schema.
- Reviewed, added captions, uploaded, and published YouTube videos.

Senior Technical Writer

Western Digital – Irvine, CA (Onsite, Full-Time)

**December 2017
to January 2020**

- Managed documents from point-of-request, content gathering, review, approval, localization, release, and distribution based on requirements.
- Collaborated with Product Marketing, Product Management, Legal, and Engineering Teams to process document reviews and approvals.
- Prepared and sent out release notification emails to applicable distribution lists.
- Used Agile Product Lifecycle Management (PLM) system to:
 - Create and assign document part numbers
 - Submit final documents for approval, release, and implementation
- Handled document conversions from Word/PDF into FrameMaker.
- Updated document templates in compliance with Corporate Branding.
- Collaborated with the Legal Team to validate and update document disclaimers.
- Prepared documents for localization, submitted translations requests, and reviewed translated documents for discrepancies and errors.

Senior Technical Writer

MFour Mobile Research, Inc – Irvine, CA (Onsite, Full-Time)

**March 2017
to November 2017**

- Documented business process workflows for Sales, Operations, Client Services, Survey Programming and Data Teams.
- Created and managed documentation for the Surveys on the Go Editor, and the Automated Fielding Tool.
- Created application installation and uninstallation guides for internal IT Team.

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Staff Technical Writer

QLogic Corporation – Aliso Viejo, CA (Onsite, Full-Time)

August 2014
to February 2017

- Collaborated with Product Management, Engineering, Quality Assurance, Support, Legal, and various subject matter experts to gather content, reviews, edits, and process document approval and submission.
- Requested and assigned document part numbers to all collaterals, and maintained company standard version control.
- Contributed to the establishment, implementation, and maintenance of publication guidelines, procedures, and practices.
- Performed high-level structural and substantive editing, while adhering to company standard marketing style, theme, and nomenclature of technical documentation.
- Worked with Engineering and Unix Team to create, develop, and manage Qt Help documentation.

Software Specification Writer

Telogis, Inc – Aliso Viejo, CA (Onsite, Full-Time)

October 2012
to August 2014

- Collected, analyzed, defined, and documented business workflows and requirements received directly from Leadership and Product Management teams.
- Created and revised development requirements for use by internal Research and Development teams.
- Translated complex concepts into working documents with large amounts of highly technical information for the Research and Development teams.

Support Services Technical Writer (Contractor)

Broadcom Corporation with the GDR Group – Irvine, CA (Onsite, Full-Time)

November 2007
to October 2012

- Worked with local and international Supervisors, Managers, Engineers, and other subject matter experts (SME) to develop, create, and update various internal and external documents.
- Reviewed, analyzed, and evaluated business systems and user needs.
- Documented requirements, defined scope and objectives and formulated systems to parallel overall business strategies with the use of extensive flowcharts in Visio.
- Researched and analyzed basic and complex issues surrounding the processes and systems of an organization and made recommendations to improve process, efficiency and practices.

Technical Writer & Documentation Specialist

NTI Corporation – Irvine, CA (Onsite, Full-Time)

December 2005
to November 2007

- Coordinated localization projects and recruited 60 certified members of the American Translators Association (ATA) in-state, out-of-state, and abroad in approximately 28 languages.
 - Managed localization project inquiries, purchase orders and invoices meeting tight budget requirements.
 - Managed translation database and worked with software engineers to test and resolve application bugs in localized help files, GUI, and various documents.
- Created, maintained, and updated software help files, resource files, website content, reviewer's guides, user's guides, and various documents for consistency, accuracy, and localization.

PUBLISHING TOOLS & APPLICATIONS:

Adobe Dreamweaver	Google Analytics/Search Console	Balsamiq Mockups	MadCap Flare
Adobe FrameMaker	Google Docs/Sheets/Slides	Bandicam	Notepad++
Adobe InDesign	Microsoft Word/PowerPoint/Excel	Confluence	Canva
Adobe Photoshop	Microsoft SharePoint	Help & Manual	Qt Assistant
Adobe RoboHelp	Microsoft Visio	LucidChart	WordPress

EDUCATION: Bachelor of Science in Business Administration

University of California, Riverside

CERTIFICATES:

- Network Administrator Certificate Program at Saddleback College
- Application Developer Certificate Program at Saddleback College
- Technical Writing Certificate at UC Riverside Extension Center

SKILLS & ABILITIES:

- Adaptable, flexible, and possess organizational skills and ability to work independently, and with several technical teams within a fast-paced environment
- Ability to quickly learn new software and applications
- Excel at diverse activities with excellent project management skills

INTERESTS, GROUPS:

- Member of Society for Technical Communications (STC)
- Member of Phi Theta Kappa Honor Society

REFERENCES:

Available upon request.